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**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972/718-4800
Fax: 972/718-3946
E mail:
christian.andersen@verizon.com

OFFICIAL

To: U.S. Patent and Trademark Office –
Examiner: D. BLAIR
Group Art Unit: 2142

From: Christian R. Andersen
Sr. Paralegal – Intellectual Property

Fax: 703-746-7238

Pages
with 13
Cover:


FORMAL SUBMISSION OF:

- 1) Transmittal Form; and
- 2) Request for Reconsideration.

Title:	SERVICE LEVEL AGREEMENTS AND MANAGEMENT THEREOF
Serial No.	09/425,088
Filing Date:	October 22, 1999
First Named Inventor:	Himananshu S. SINHA
Examiner:	D. BLAIR
Atty. No.	99-429 CPA 1

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.


Christian R. Andersen

Date of Transmission: December 11, 2003